3.9   AUTOMATED APPROVAL VERSUS MANUAL REVIEW

One of the major advantages of an automated system is that routine transactions may be handled automatically by the system. The permit application process is designed to evaluate permit applications as they are entered, correct obvious errors that would normally lead to rejection by a human reviewer, and determine which permits the system can automatically approve without human intervention.

Validation

The system is designed to catch obvious errors of validation. For example, suppose a field requests a distance in miles. The system will trap situations where the user enters values such as *-33* or *Bob*.

The system also catches less obvious errors. If a vehicle has a height of 15 feet, the system will not allow the user to select an envelope route of 14 feet, 9 inches.

Field Skipping

The paper forms must have fields to cover all combinations of potential data entry. This approach means that often fields are irrelevant. The system is able to utilize what it knows about the user, the user's company (if not a state employee), and the application details provided already; screens and screen entries are filtered appropriately.

A few examples of this behavior are:

- For a Special Weight permit, the question regarding Manufactured Housing is omitted;

- For a user belonging to a carrier, the system knows to set the carrier to the user's company, while users from permitting services or State agencies are asked to provide the carrier; and

- If a permit application can be automatically approved, there is no field provided for users to enter comments to be seen by a reviewer.

Automated Screening

The system automatically applies evaluation criteria to each permit application and attempts to eliminate all reasons why a State reviewer would be necessary. (Section 4.1 discusses these criteria in more detail.)

If the system is able to eliminate any potential reasons for review by a State employee, the system then goes ahead and <u>approves</u> the permit automatically. If this is the case, then the permit application goes into the Issuance process; see Section 5.0 for more details. If a manual review is still required, the permit application first goes into the review process. The next section covers the review process and its included system functions.